



Ivybridge Community College



Job Description

Post Title:	Attendance Administrator
Location:	Across the Trust (based at Ivybridge Community College currently)
Reports to:	An appropriate member of the Senior Leadership Team
Grade:	Devon Legacy Pay Scales, Grade C, SCP 4-6
Hours:	37 hours per week x 38 weeks a year
Responsible for:	Not Applicable
Contract:	Temporary, Fixed Term until 31 August 2022

Job Purpose

The post holder is required to provide a high standard of secretarial and administrative support to assist with the smooth operation of the organisation.

They will support the Attendance Team by ensuring a comprehensive administrative and clerical support service is available, across a variety of administrative tasks and functions. Under the direction of an appropriate member of the Senior Leadership Team, the post holder will respond to matters relating to student's attendance and any related safeguarding concerns on a daily basis.

Job Description

Duties and responsibilities

Main Administrative Duties

1. Provide a comprehensive and confidential administration support service, liaising where necessary with appropriate staff.
2. Accurate typing of documents using word processing and computer skills.
3. General office practice duties such as photocopying, filing and circulating information.
4. Communicate with colleagues by a variety of means. Deal with general enquiries and direct urgent issues to senior colleagues as required.
5. Process and distribute incoming and outgoing mail, including email as required.
6. Answer telephone enquiries from staff, parents, students, external agencies and members of the public.
7. Work on reception when cover is required.
8. Take minutes/notes of meetings when required.
9. Support the provision of refreshments for visitors and meetings when required.
10. Liaise with the College Kitchen for the provision of lunches and other refreshments for meetings as required.

This job description provides a general reflection of key accountabilities associated with the post and you may be expected to take on other reasonable activities to assist in efficient delivery service.

Emphasis on specific accountabilities and indicators of success will be agreed as part of your PDR.

Attendance Duties

1. Liaise with the Attendance Team, Designated Safeguarding Lead and Deputy Designated Safeguarding Lead regarding students across the College, to ensure appropriate support to students and their families is in place.
2. As directed to do so, support the development of partnerships with students, parents and families within the community to encourage Home – College links.
3. Under the guidance of the appropriate Colleagues, ensure effective links and communication with external agencies are in place.
4. Ensure comprehensive administrative and clerical support is provided to the Attendance Team, including the production of written correspondence and other documents. This includes, but is not limited to; letters, penalty notices and CPOMS entries regarding attendance from a variety of sources.
5. Provide proactive support within the Attendance Team on a daily basis.
6. Occasionally and under direction, provide an emergency response when required. This may include support with the investigation into an incident, or personal issue, ensuring a follow-up through the College's referral system is completed.
7. Liaise with the wider Attendance Team, Designated Safeguarding Lead, Deputy Designated Safeguarding Leads and the Welfare Officer regarding absence follow-up calls and home visits.
8. Complete absence calls in priority order of; high risk students, offsite provision and low attendance, providing feed back to the relevant key staff immediately.
9. Liaise with the Attendance and Welfare Officers in order to provide information to the relevant teams regarding unresolved absences.
10. Frequent data input and maintenance of accurate records in the School Information Management System (SIMS) and CPOMS regarding communication with students, parents etc.
11. When requested to do so, obtain reports from both SIMS and CPOMS for the appropriate member of the staff.
12. Keep records in SIMS/MStore of all attendance meetings with students, parents, carers and external agencies.
13. Prepare documentation regarding individual students, as directed to do so by an appropriate senior member of staff.
14. Prepare and collate data for the College self-evaluation process, when requested to do so.
15. Support the tracking and monitoring of pandemic related absences, including making phone calls to both returners and non-returners.
16. Supply attendance reports from SIMS to the Attendance Team, Academic Performance Leaders and Pastoral Leaders for next steps action planning, when requested to do so.

Other responsibilities

1. Handle all confidential correspondence with discretion and in line with the Trust and Colleges Data Protection protocols.
2. Use appropriate ICT packages as required.
3. Set up files and update where necessary.
4. Provide proactive support across the wider administration team.
5. Attend occasional out-of-College hour's functions as required.
6. Undertake any other duties of a similar level and responsibility as may be required, as directed by the line manager.

This job description provides a general reflection of key accountabilities associated with the post and you may be expected to take on other reasonable activities to assist in efficient delivery service.

Emphasis on specific accountabilities and indicators of success will be agreed as part of your PDR.

General

1. Support across the general administration services of the College in the event of priority needs.
2. Prepare and contribute to Trust wide development by sharing best practice and professional feedback.
3. Assist with the production and analysis of regular reports on activity for use at management meetings and feedback, as appropriate for the role.
4. Maintain designated databases / files in accordance with Trust policies for data governance, as appropriate for the role.
5. Comply with and promote all Trust policies, including Safeguarding, Health and Safety, and Equality and Diversity.

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also be asked to carry out other duties commensurate with the grade as may be necessary from time to time.

PERSON SPECIFICATION

E = Essential, D = Desirable

Method of Assessment The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview (or other selection activity)
Qualifications:			
Good general education with GCSE or equivalent in English and Mathematics. NVQ L2 or equivalent qualification or equivalent experience.	E	✓	
Willing to undertake personal development through training and other learning activities.	D	✓	✓
Experience:			
Be ICT literate and able to use Microsoft Office packages with confidence.	E	✓	
Proficient in using the internet, email and other databases as required.	E	✓	
Accurate typing skills.	E	✓	
Proficient in the use of mail merge.	D	✓	
Understanding of Keeping Children Safe in Education and the wider safeguarding agenda.	D	✓	✓
Knowledge, Skills and Abilities:			
Ability to work both under instruction and on own initiative.	D	✓	✓
A proactive and professional approach.	E	✓	✓
Excellent interpersonal and teamwork skills.	E	✓	✓
Strong communication skills in written and verbal formats.	E	✓	✓
Good organisational skills including the ability to prioritise.	E	✓	✓
Ability to maintain data input accuracy through frequent interruptions.	D	✓	✓
To respect and uphold confidentiality at all levels.	E	✓	✓
To be able to work efficiently under pressure.	E	✓	✓
To be flexible and pro-active towards changes in day-to-day working arrangements.	E	✓	✓
Awareness of safeguarding considerations.	E		✓

This job description provides a general reflection of key accountabilities associated with the post and you may be expected to take on other reasonable activities to assist in efficient delivery service.

Emphasis on specific accountabilities and indicators of success will be agreed as part of your PDR.